

April 2019 Newsletter

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An Inside Look

A couple of months ago, two of our writers were able to visit the Battle Creek WIC clinic located in Southwest Michigan. While we have frequent communication with our state partners, it isn't often we get to make a direct connection with local staff. It is even rarer that these communications are in person! Getting to witness the real-life interactions between WIC staff and clients, and hearing about what these are like for both the staff and WIC participants, was an eye-opener for those of us working behind the scenes.

We met with several of the clinic's staff, looked at print materials shared with clients, and toured the areas where clients receive their nutrition education. We also shared some finite details of wichealth, wichealth academy, and Health eKitchen; we even got to sit in on client orientation visits. The clinic staff's care and compassion for the clients were extremely apparent. Their attitudes blended well with the environment and decor which were warm and welcoming.

One of the primary challenges we learned about was time. When clients are only able to stay for 5 minutes of a 15-minute appointment,

the staff shared it is difficult to meet the clients' needs. The focus of the meeting must swiftly change when time is suddenly reduced. The timing dilemma makes nutrition education difficult. **Enter wichealth!** We realized the dilemma creates a great opportunity to work together to make office visits easier. **When clients can take their nutrition education online, the clinic staff has more time to tend to other needs they may have.**

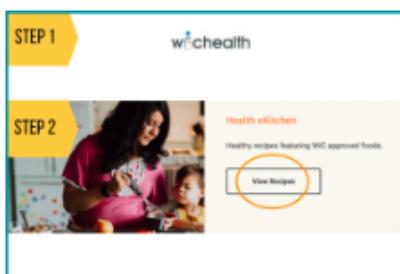
We are grateful we had the opportunity to hang out with some really cool people who share similar passions. It was an excellent experience, and we established a more meaningful relationship. We plan to continue to work with this clinic in the future, and we have hopes that more of our staff will visit clinics throughout the country.

Health eKitchen

Finding Recipes in *Health eKitchen*



Use these simple steps to find delicious, nutritious recipes made with WIC-approved ingredients.



Step 1: Go to our homepage and scroll down to *Health eKitchen*

Step 2: Click on View Recipes.

Step 3: If you want to search by ingredients, click on Get Started under Recipe Finder.

We are always searching for ways to make the client experience more enjoyable. A new client may not know how to navigate **Health eKitchen** at first glance. We have created a new resource that introduces the ways in which **Health eKitchen** can be utilized. Check it out for yourself! [Finding Recipes in Health eKitchen](#).

Be on the lookout for this new resource within some of our latest lessons.

Spanish Review

Existing Lessons

Lessons are reviewed on a rotating basis to ensure links are working and content is compliant with current WIC guidelines. If any of our Spanish speaking partners are interested in reviewing a pathway in one of the lessons please email **libiamorrow@gmail.com**.

Lessons up for review during the month of May

- Happy Healthy Active Children
 - Fun and Healthy Drinks for Kids
 - Make Meals and Snacks Simple
 - Breastfeeding: Building a Bond for a Lifetime
-

Spanish Review Team

Save the Date

Make plans to join us for the Spanish Review Team meeting on

Friday, May 3rd at 2:00 pm ET

If any Spanish speaking partners would like to join us, please email Poppy at poppystrode@gmail.com. Let us know, and we can send a link to the Zoom meeting number. We meet once a month for an hour, and we would love to add new members from different parts of the country! The Spanish Review Team provides input on the Spanish side of wichealth.org.

wichealth Academy

Do you have a new clinic, new staff members, or maybe just need a wichealth refresher?

wichealth Academy is available on wichealthsupport and includes 30 training videos on how to successfully implement and use both wichealth and wichealthsupport.

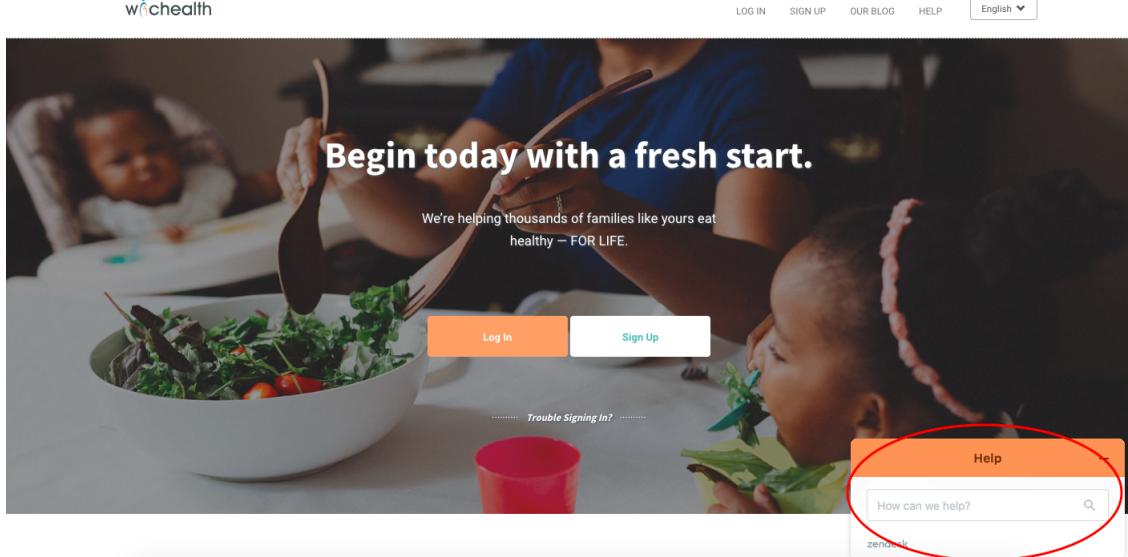


Not familiar with wichealthsupport?

Click on the image below and log in to wichealth using your staff account to learn more about wichealthsupport.



The Help Desk



Do you have a question about your staff account or need assistance with a client account?

Click the help button in the bottom right corner of any page or email help@wichealth.org. Our Client Success Team is ready to help!

HELP DESK STATISTICS

FIRST REPLY TIME

April	March
2.03 hours	3.55 Hours

SATISFACTION RATING

During the month of April, our help desk had a 96% satisfaction rating as compared to 98.0% in March.

Our Helpdesk tracks the satisfaction of both WIC staff and clients after using our service.

"The problem was resolved very quickly. It was time sensitive for me, so I greatly appreciated the quick response."

South Carolina

"I have always received excellent and quick service when I contact the support desk. Thank you very much for your assistance."

Tennessee

Let's Hear It

We love to hear what your clients are saying, and we think you will too! Check out the comments we found from your clients during the month of March.



Lesson: Plan Meals to Help Children Eat Healthier
"Love this lesson, and it showed how easy meal planning can be"
Kacie, Alabama

Resource: Foods to Avoid During Pregnancy
"I find this information useful. Although this is my fourth kid I still feel like I need help. This was very helpful."
DaJana, California

Resource: Secrets for Feeding Picky Eaters
"Gracias por la información, claro aprendí que debo continuar creando un ambiente POSITIVO cuando mis hijo tenga berrinche y con el tiempo él aprenderá. Muchas gracias."

"Thank you for the information, I clearly learned that I must keep creating a POSITIVE attitude when my son has a tantrum and with

time he will learn. Thank you very much."

Ely, California

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